mira

SHOWERS

Mira Digital Mixer

Installation and User Guide

These instructions are to be left with the user

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Customer Services ..... **Back Page**

If you experience any difficulty with the installation or operation of your new digital mixer, please refer to **'Fault Diagnosis'**, before contacting Kohler Mira Ltd. Our contact details can be found in section: **'Customer Services'**.

Introduction

Thank you for purchasing a quality Mira product. To enjoy the full potential of your new product, please take time to read this guide thoroughly. Having done so, keep it handy for future reference.

The Digital Mixer (DM) is designed to be used with the Mira Magna water delivery systems.

The Bath Shower Digital Mixer (BSDM) is designed to be used with the Mira Magna bath shower mixer 1 or 2 control.

Products Covered by this Guide

Mira Digital Mixer (DM)

Mira Digital Mixer, Pumped Version (DM Pumped)

Mira Bath Shower Digital Mixer (BSDM)

Guarantee

For **domestic installations**, Mira Showers guarantee the Mira Digital Mixer against any defect in materials or workmanship for a period of **five** years from the date of purchase (shower fittings for one year).

For **non-domestic installations**, Mira Showers guarantee the Mira Digital Mixer for a period of **one** year from the date of purchase.

For terms and conditions refer to section: **'Customer Services'**.

Recommended Usage

Domestic	✓
Light Commercial	✓
Heavy Commercial	×
Healthcare	×

Patents

Patents:

UK: 2 392 225, 2 421 297

Patent Applications:

UK: 2 437 891
Australia: 2006207367
China: CN101133373A
Euro: 03254070.0, 06702758.1
Int. Pat. App: WO 2006/0077396
PCT/GB/2006/000159 Canada, India, Japan
USA: 2007-0221740-A1, 2008-0112843-A1

Important Safety Information

Installation must be carried out in accordance with these instructions, and must be conducted by designated, qualified and competent personnel.

Warning!

Follow all warnings, cautions and instructions contained in this guide, and on or inside the appliance.

1. THIS APPLIANCE MUST BE EARTHED. MAKE SURE SUPPLEMENTARY BONDING COMPLIES WITH THE “REQUIREMENTS FOR ELECTRICAL INSTALLATIONS”.

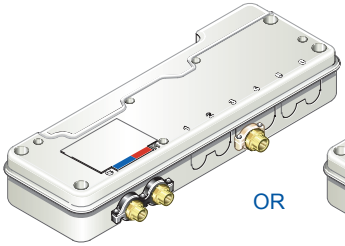
   In accordance with the current edition of ’The Plugs and Sockets etc. (Safety) Regulations’ in force at the time of installation, this Mira Digital Mixer is intended to be permanently connected to the fixed electrical wiring of the mains system.
2. Products manufactured by us are safe and risk-free, provided that they are installed, used and maintained in good working order, in accordance with our instructions and recommendations.
3. Isolate the electrical and water supplies before connecting to the appliance.
4. Mains connections are exposed when the cover is removed.
5. Make sure that any pipework that could become frozen is properly insulated.
6. Having completed the installation, make sure that the user is familiar with the operation of the appliance.
7. Make sure that this guide is left with the user.
8. **DO NOT** commission this appliance if water leaks from the unit.
9. Only Mira recommended outlet fittings should be used.
10. Make sure all electrical connections are tight, to prevent overheating.
11. This product is not suitable for areas with high humidity (i.e. steam rooms). Please consult your installer.

Caution!

1. Read all of these instructions and retain this guide for later use.
2. The electrical installation must comply to “BS 7671 - Requirements for Electrical Installations”, commonly referred to as the IEE Wiring Regulations - Part 7, or any particular regulations and practices, specified by the local electricity supply company.
3. The plumbing installation must comply with the requirements of UK Water Regulations/Bye-laws (Scotland), Building Regulations or any particular regulations and practices, specified by the local water company or water undertakers.
4. Make sure that you fully understand how to operate this digital mixer and make sure that it is properly maintained in accordance with the instructions given in this manual.
5. Anyone who may have difficulty understanding or operating the controls of any shower should be attended whilst showering. Particular consideration should be given to the young, the elderly, the infirm, the disabled, anyone who suffers from a medical condition that can result in temporary incapacity (e.g. epilepsy or blackouts) or anyone inexperienced in the correct operation of the controls.
6. Sunburn or skin conditions can increase your sensitivity to hot water. Make sure that you set the shower to a cooler temperature.
7. If any of the following conditions occur, isolate the electricity and water supplies and contact Customer Services.
    - If the cover is not correctly fitted and water has entered the appliance case.
    - If the case is damaged.
    - If the appliance begins to make an odd noise, smell or smoke.
    - If the appliance shows signs of a distinct change in performance, indicating a need for maintenance.
    - **DO NOT** operate if water leaks from the appliance.
    - **DO NOT** operate this appliance if it is frozen. If suspected of being frozen, isolate and contact us for advice.
8. When this appliance has reached the end of its serviceable life, it should be disposed of in a safe manner, in accordance with current local authority recycling, or waste disposal policy.

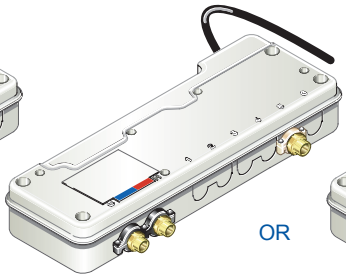
Pack Contents Checklist

Tick the appropriate boxes to familiarise yourself with the part names and to confirm that the parts are included.



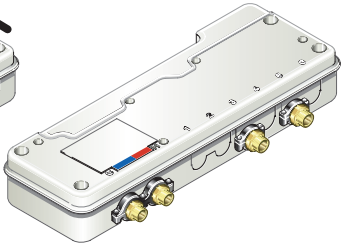
OR

❑ 1 x Mira Digital Mixer (DM)

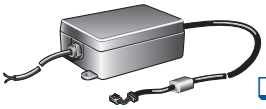


OR

❑ 1 x Mira Digital Mixer, Pumped Version (DM Pumped)



❑ 1 x Mira Bath Shower Digital Mixer (BSDM)



❑ 1 x Power Supply Unit (PSU)

❑ 3 x 15 mm Compression Nuts and Olives

❑ 1 x 22 mm Compression Nut and Olive (Mira BSDM model only)

❑ 4 x Fixing Screws and Wall Plugs

❑ 1 x Ferrite (2 x Ferrites Mira BSDM model only)

❑ 1 x Light Green Flow Regulator

❑ 1 x Dark Green Flow Regulator

❑ 6 x Rubber Feet

❑ 2 x Fixing Screws and Wall Plugs

❑ 1 x Cable Cover Retaining Screw

Documentation

❑ 1 x Installation Template (marked on packaging)

❑ 1 x Guarantee Registration Document

Specifications

Standards and Approvals

These Mira Digital Mixers comply with all relevant directives for CE marking.

These Mira Digital Mixers are type 1 electronic, independently mounted controls for surface mounting.

General	
Pollution Degree	3
Rated Impulse Voltage	Mains Supply - 2.5 kW 12 Vdc supply to valve - 500 V
Suitable for Drinking	Not Suitable
Connections	15 mm Compression (22 mm Bath)

Pressures		
Maximum Static Pressure	DM DM Pumped BSDM	1000 kPa (10 bar) 100 kPa (1 bar) = 10 m max. total head 1000 kPa (10 bar)
Maximum Maintained Pressure	DM DM Pumped BSDM	500 kPa (5 bar) 100 kPa (1 bar) = 10 m max. total head 500 kPa (5 bar)
Minimum Maintained Pressure	DM DM Pumped BSDM	50 kPa (0.5 bar) 1 kPa (0.01 bar) = 0.1 m min. total head 50 kPa (0.5 bar)
Supply Pressure Differential		Nominally Equal

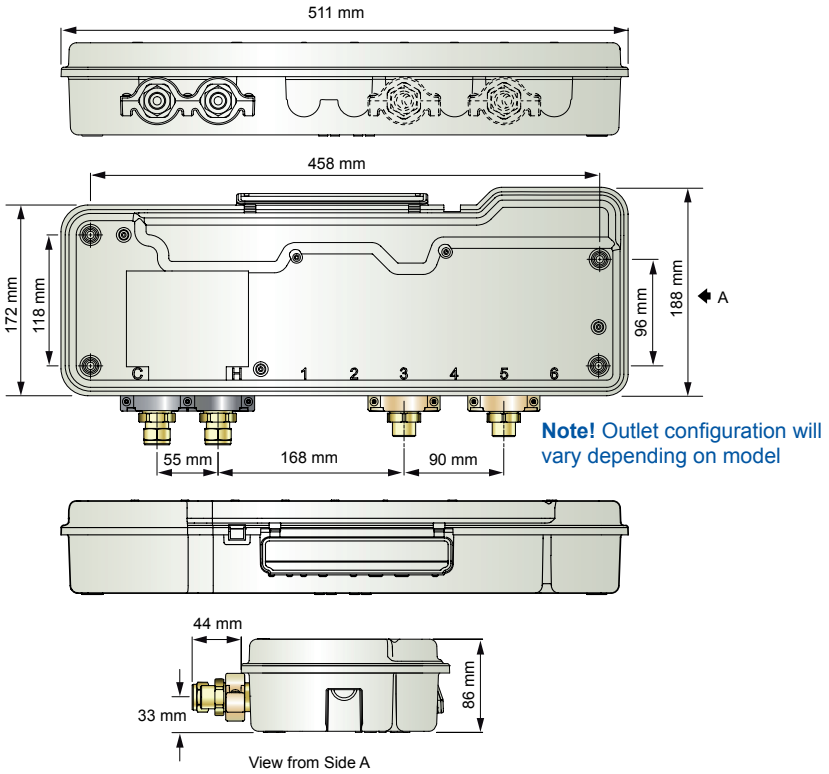
Temperatures	
Maximum Temperature (factory pre-set)	45°C (shower), 46°C (bath)
Maximum Temperature (setting range)	36°C - 48°C
Minimum Temperature	Thermostatic control down to 30°C: (Position 2 on Water Delivery System dial), Full Cold also selectable: (Position 1 on Water Delivery System dial)
Hot Water Range	55°C - 65°C
Cold Water Range	1°C - 20°C
Temperature Stability	± 1°C at recommended supply conditions
Ambient Temperature	1°C - 40°C
Maximum Relative Humidity	95% non-condensing

Shower Flow Rates	DM	DM Pumped	BSDM
Nominal Flow Rates (will vary depending on inlet maintained pressure and spray mode)			
Low	7 L/Min	9 L/Min	7 L/Min
Medium	12 L/Min	12 L/Min	12 L/Min
High	18 L/Min	16 L/Min	18 L/Min

Bath Flow Rates	DM	DM Pumped	BSDM
Nominal Flow Rates (will vary depending on inlet maintained pressure and spout kit)			
Low	n/a	n/a	11 L/Min
High	n/a	n/a	18 L/Min

Electrical	DM	DM Pumped	BSDM
Supply Voltage	100 - 240 V RMS, 50 - 60 Hz	230 V ± 10%, RMS 50 Hz	100 - 240 V RMS, 50 - 60 Hz
Maximum Load	35 W at 12 VDC	200 W at 230 V AC	35 W at 12 VDC
Fuse	3 AMP Fused Supply	3 AMP Fused Supply	3 AMP Fused Supply
Duty Cycle	n/a	Continuously Rated	n/a

Dimensions



Installation

General

The installation must be carried out in accordance with these instructions, and must be conducted by designated, qualified and competent personnel.

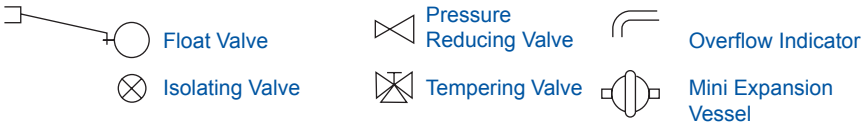
The installation must comply with any particular regulations and practices, specified by the local water supply regulations.

The product may be installed in a loft space, under the bath or in a convenient cupboard space providing there is enough room for maintenance (e.g. Removal of Digital Mixer Lid), failure to do so may result in being unable to carry out routine maintenance and servicing. Safe and easy access to the installed product MUST be available at all times.

Inlet and outlet isolating valves **MUST** be installed close to the Digital Mixer for ease of maintenance.

► **Caution!** The Digital Mixer and the Power Supply Unit must be installed in a dry area where it will not freeze.

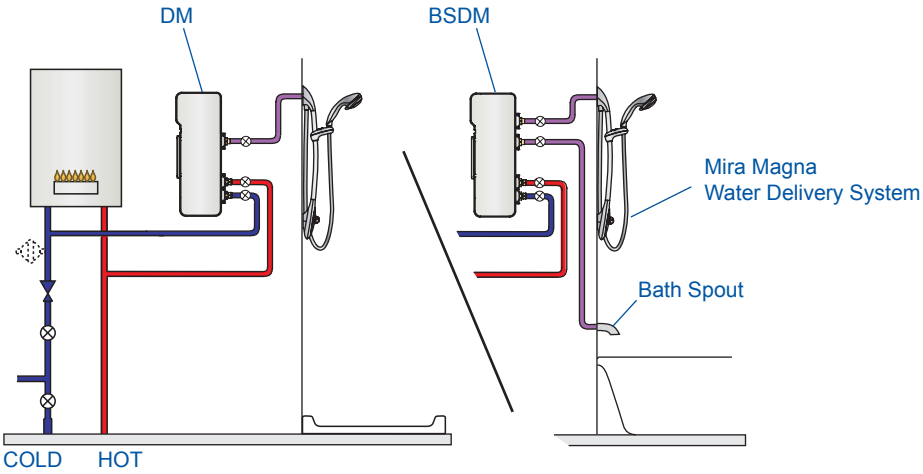
Key to Symbols



Typical Suitable Installations for DM and BSDM

Instantaneous Multipoint Water Heaters and Combination Boilers

► **Caution!** The Mira Digital Mixer, Pumped Version (DM, Pumped) is **NOT** suitable and **MUST NOT** be installed on Instantaneous Multipoint Water Heaters or Combination Boiler systems.



The Digital Mixer **MUST** be installed with a multipoint gas water heater or combination boiler of a **fully modulating design** (i.e. where the water draw-off rate indirectly controls the gas flow rate to the burner).

An expansion vessel **MUST** be fitted (and regularly maintained) if any form of backflow prevention device is fitted, e.g. non-return valve or PRV. This will make sure that excess expansion or pulse pressures do not damage the product or plumbing system. The expansion vessel may already be fitted within the boiler (check with the manufacturer) and is in addition to the normally larger central heating expansion vessel.

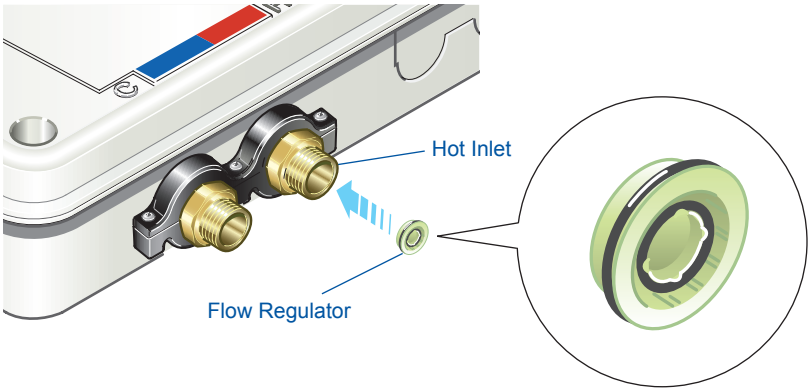
Use of Warm-up Feature with Combination Boilers

When using the warm-up feature with the Digital Mixer supplied via an instantaneous water heater/combination boiler the user may experience a brief temperature fluctuation. This is caused by the usual operation of a standard instantaneous water heater/combination boiler whereby the boiler will turn off when the flow is stopped (as happens after the warm-up sequence has been completed). Upon restart of the Digital Mixer a cold shot will be flushed through followed by a brief hot shot until the hot water supply is stabilised.

Use of Flow Regulators with Combination Boilers

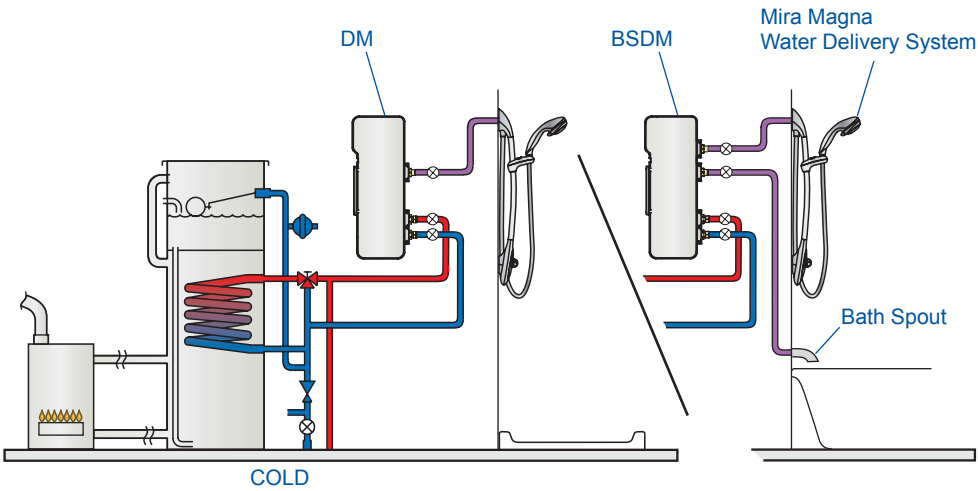
The Digital Mixer can demand more hot water than some instantaneous water heaters/combination boilers can heat, especially in winter when the mains water is colder. A flow regulator may need to be used to make sure that the Digital Mixer can deliver a full range of water temperatures. The table indicates the flow regulator to be fitted in the **hot water inlet** of the Digital Mixer.

Boiler Rating	24 kW (80,000 Btu/h)	30 kW (100,000 Btu/h)	36 kW (120,000 Btu/h)
Flow Regulator	7.3 litres/min	8.5 litres/min	Not required
Colour	Dark Green	Light Green	-



Mains Pressurised Instantaneous Hot Water System, Heated from a Thermal Store

► **Caution!** The Mira Digital Mixer, Pumped Version (DM, Pumped) is **NOT** suitable and **MUST NOT** be installed on Mains Pressurised systems.

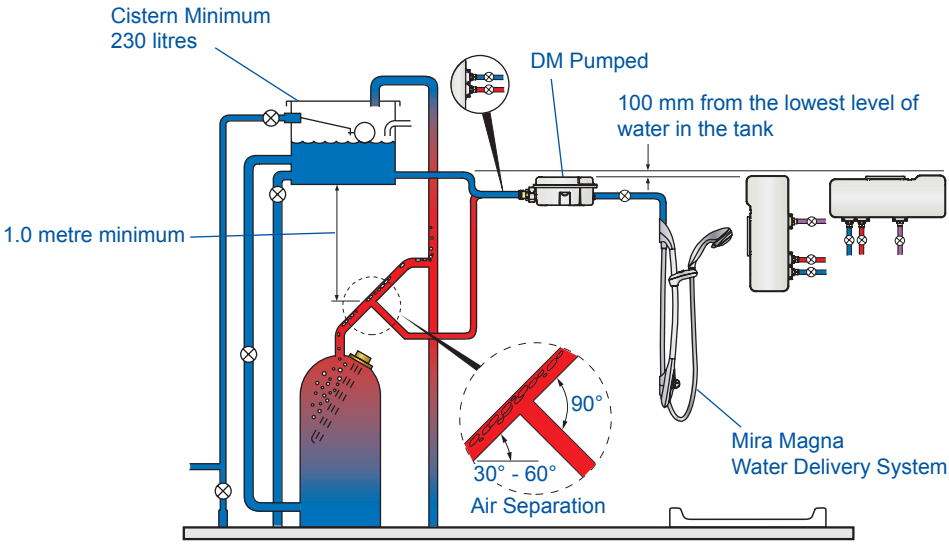


Packages of this type, fitted with a tempering valve can be used. A drop type pressure reducing valve **MUST** be fitted (and regularly maintained) if any form of backflow prevention device is fitted, e.g. non-return valve, PRV. This will make sure that excess expansion or pulse pressures do not damage the product or the plumbing system. The expansion vessel may already be fitted externally or internally within the thermal store (check with thermal store manufacturer).

Typical Suitable Installations for DM Pumped

Gravity Fed Systems

► **Caution!** The Mira Digital Mixer (DM) and Bath Shower Digital Mixer (BSDM) are **NOT** suitable and **MUST NOT** be installed on Gravity Fed systems.

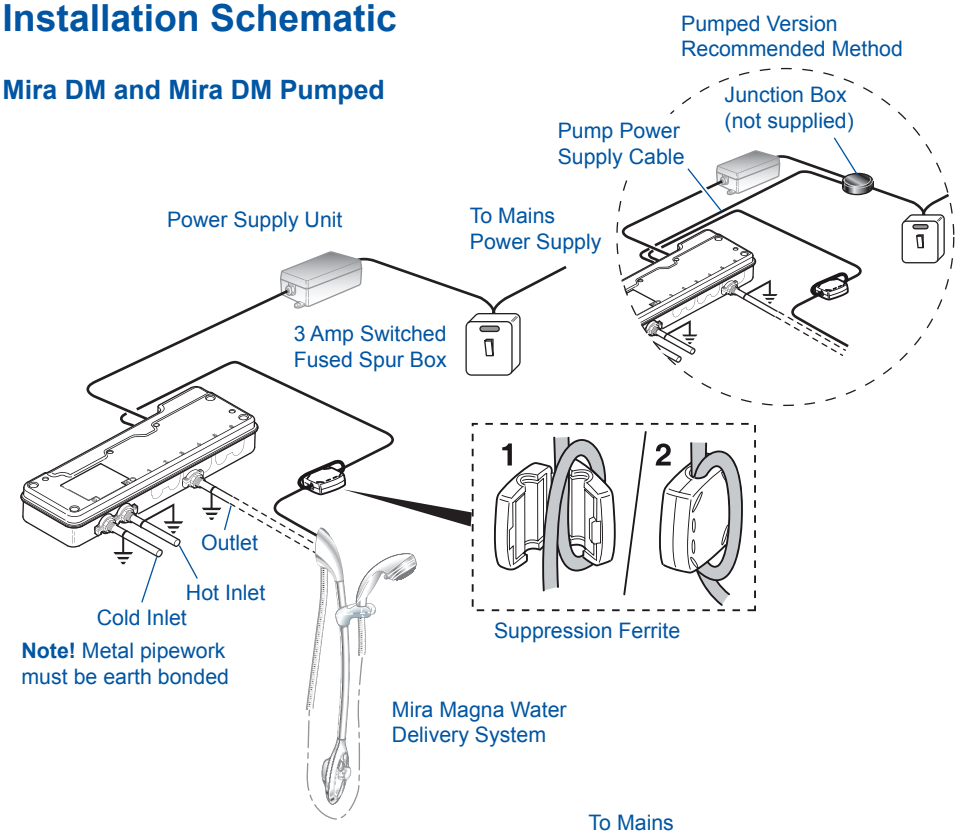


The shower control **MUST** be fed from a **cold water storage cistern and a hot water cylinder** providing nominally equal pressures.

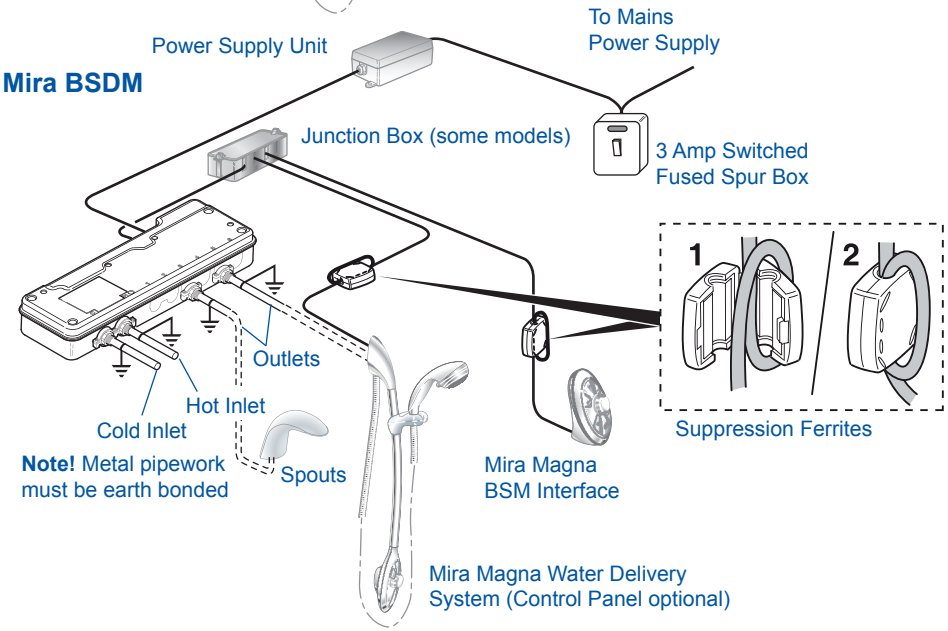
Pipework layouts and connections must be such that other draw-offs will not effect water supplies to the shower. It is therefore best practice to have independent hot and cold supplies to the pumped version of the Mira Magna digital mixer.

Installation Schematic

Mira DM and Mira DM Pumped

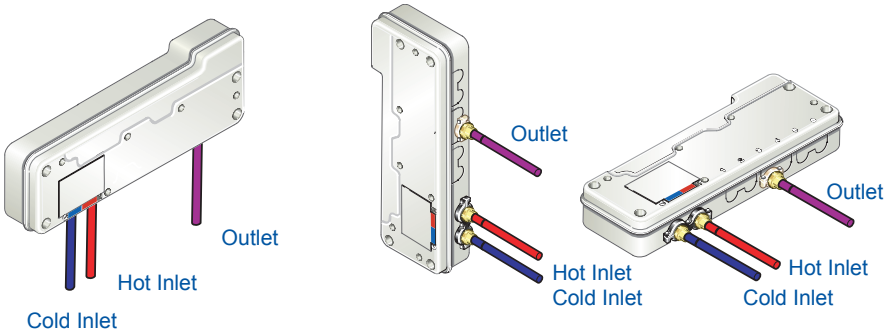


Mira BSDM

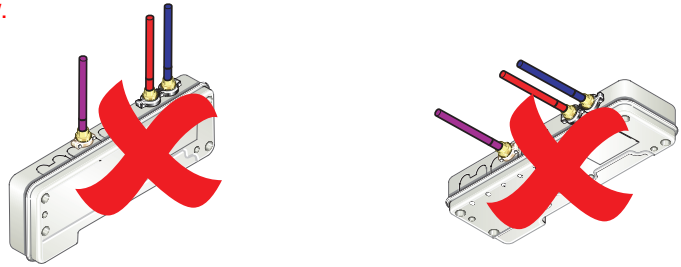


- ► Refer to the separate Installation and User Guides for the Mira Magna Water Delivery System and Spout Kits (where applicable).
- ► The data cable(s) must be placed through the suppression ferrite(s) and then looped around the cover. The suppression ferrite(s) must be fitted as close to the Water Delivery System / User Interface as possible.
- ► The mains supply must be 230-240 V at 50 Hz, connected to the appliance via a double pole switched 3 Amp fused connection unit (not supplied), with a minimum 3 mm contact seperation gap in each pole.
- ► Non-restrictive (free flowing) inlet and outlet isolating valves **MUST** be installed close to the Digital Mixer for ease of maintenance (recommended maximum 300 mm from the product on the inlets) failure to do so may result in being unable to carry out routine maintenance and servicing.
- ► The use of supply-line or zone strainers will reduce the need to remove debris at the mixing valve point. The recommended maximum mesh aperture dimension for such strainers is 0.5 mm.
- ► Pipework must be rigidly supported to avoid any strain on the connections.
- ► Pipework dead-legs should be kept to a minimum.
- ► Supply pipework layout should be arranged to minimise the effect of other outlet usage upon the dynamic pressures at the mixing valve inlets.
- ► Inlet and outlet threaded joint connections should be made with PTFE tape or liquid sealant. Do not use oil-based, non-setting joint compounds.
- ► To eliminate pipe debris it is essential that supply pipes are thoroughly flushed through before connection to the Digital Mixer.
- ► Duty Cycle (DM Pumped) - the Digital Mixer Pump is continuously rated.
- ► Maximum hot water range 55°C - 65°C.
- ► This appliance is intended for permanent connection to the fixed electrical wiring using only Kohler Mira approved PSU and (pumped models) pump control power loom.
- ► If the supply cords are damaged, they must be replaced by the manufacturer or a service engineer.

► The Digital Mixer **MUST ONLY** be installed in the orientations shown below and mounted on a rigid vertical surface or on top of a rigid horizontal surface. If the Digital Mixer is installed in a different orientation to those shown, it may malfunction e.g. cause airlocks, effect the thermal performance and could cause water ingress.

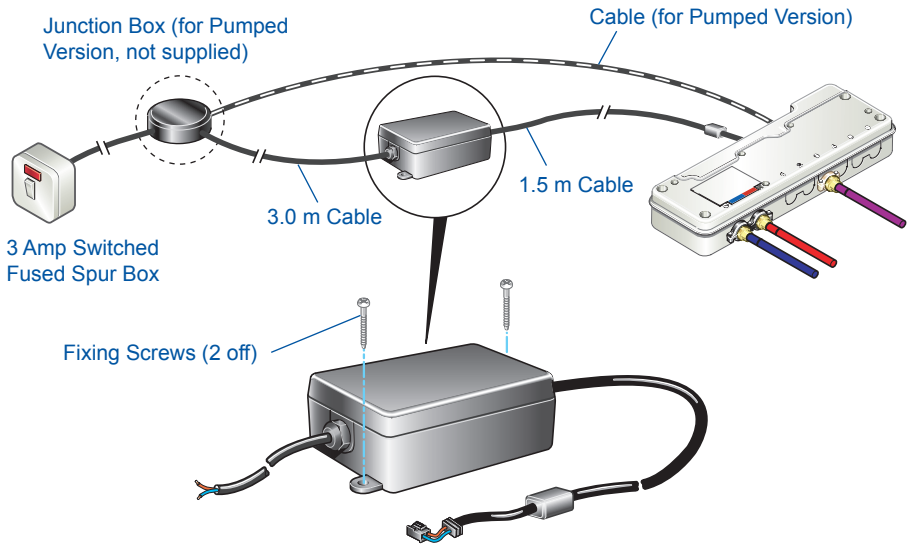


► **Caution!** The Digital Mixer **MUST NOT** be installed in the orientations shown below.



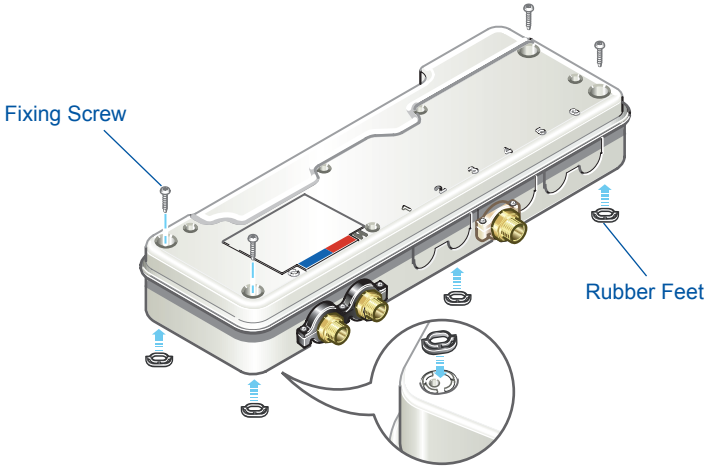
Power Supply Unit

- **Warning!** Turn off the electrical and water supplies before proceeding with the installation of the Power Supply Unit (PSU). The electricity must be turned off at the mains and the appropriate circuit fuse removed, if applicable.
- The Power Supply Unit (PSU) can be installed a maximum of 1.5 metres away from the Digital Mixer. A cable from the PSU connects to the Digital Mixer. The PSU must be connected to a 3 amp switched fused spur box. The spur box can be positioned a maximum distance of 3 metres away from the PSU.
- For the Pumped Digital Mixer it is recommended that both Power Supply cables from the Digital Mixer are connected to the 3 amp switched fuse spur box via a separate junction box (not supplied). Refer to section: **'Installation, Installation Schematic'**.
- Put the PSU in the required position and mark the positions of the fixing holes. Drill and plug the fixing holes.
- **Note!** Installers may wish to obtain alternative proprietary cavity fixings, when installing onto a dry lined, stud partition, shower cubicle or laminated panel wall structures. However, these methods of fixing are beyond the scope of this guide.
- Secure the PSU in position with the fixing screws (supplied).


Junction Box (for Pumped Version, not supplied)
Cable (for Pumped Version)
3.0 m Cable
1.5 m Cable
3 Amp Switched Fused Spur Box
Fixing Screws (2 off)

Digital Mixer

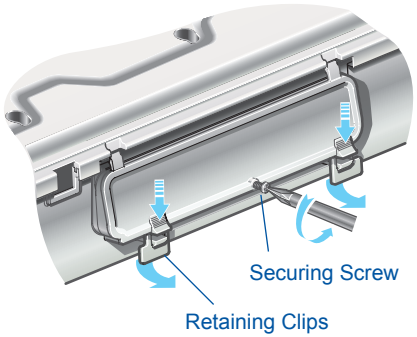
- **Warning!** Turn off the electrical and water supplies before proceeding with the installation of the Digital Mixer. The electricity must be turned off at the mains and the appropriate circuit fuse removed, if applicable.
- Use the installation template (supplied) to mark the positions of the fixing holes in the required position.
- Drill and plug the fixing holes.
- **Note!** Installers may wish to obtain alternative proprietary cavity fixings, when installing onto a dry lined, stud partition, shower cubicle or laminated panel wall structures. However, these methods of fixing are beyond the scope of this guide.
- Make sure that the rubber feet (6 off) are located on the bottom of the digital mixer.
- Secure the Digital Mixer in position with the fixing screws (supplied).



► Press down on the electrical compartment cover lugs to release the retaining clips.

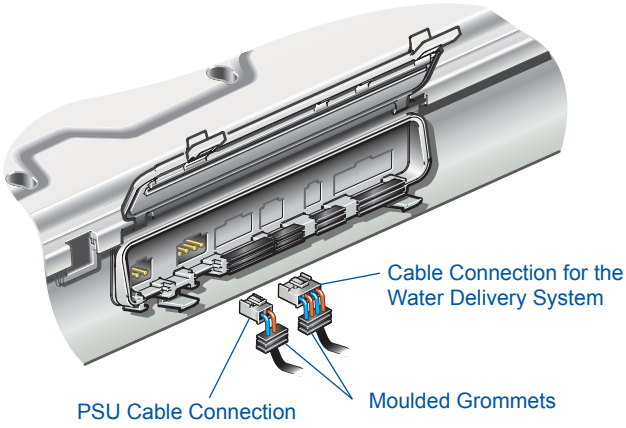
► **Note!** The securing screw is supplied separately in the component pack

► Swing the cover up.

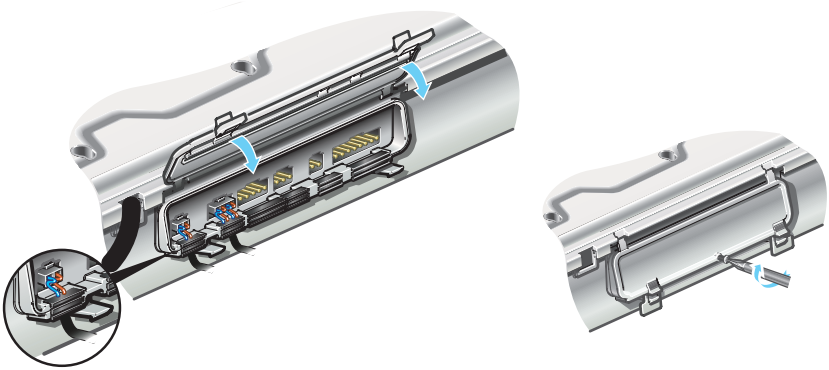


► Connect the cable from the PSU to the Digital Mixer and position the moulded grommet on the PSU cable into the slot of the electrical connection compartment.

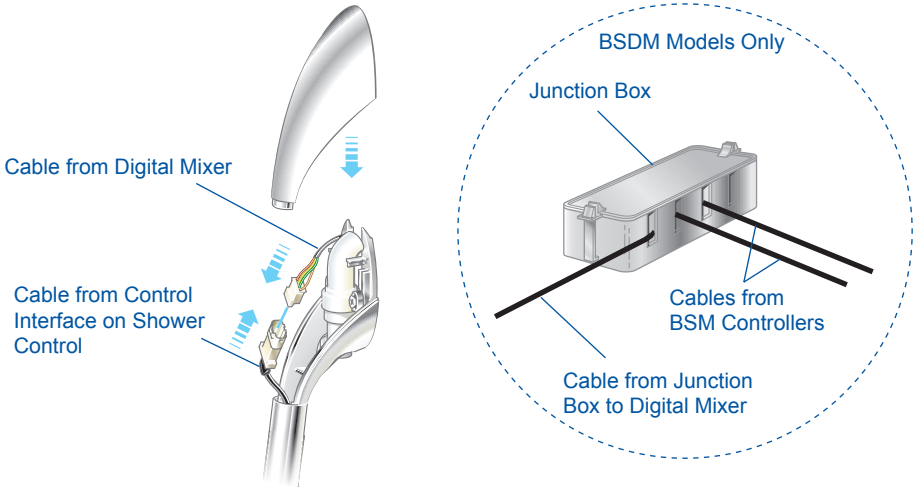
► Connect the cable connection from the water delivery system to the Digital Mixer and position the moulded grommet on the cable connection into the slot of the electrical connection compartment.



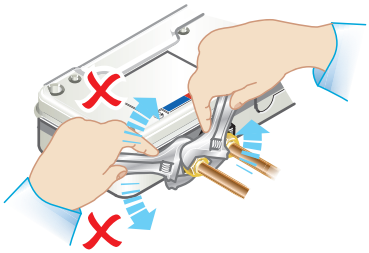
- Close the hinged cover of the electrical connection compartment then fit and tighten the securing screw (if applicable) supplied in the component pack.
- **Note!** If necessary, carefully push the wires between the grommet and connector to one side to allow the cover to be secured correctly.
- **Note!** Make sure that the seal on the hinged cover and the moulded grommets are secure.

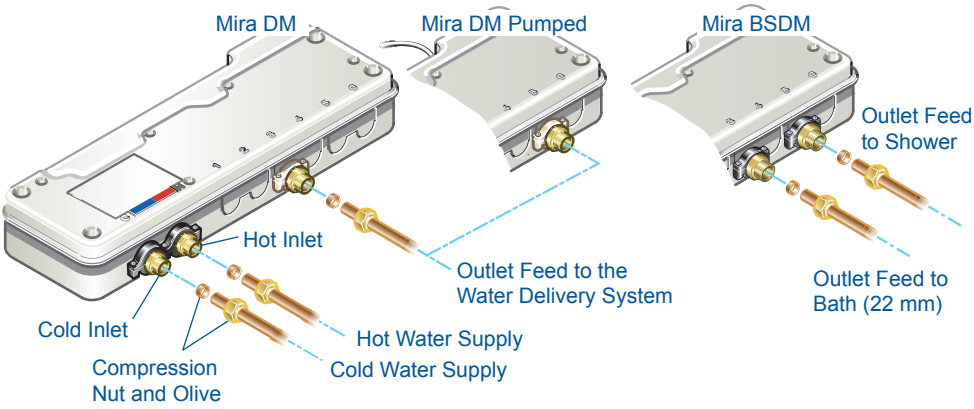


- For the DM and DM Pumped models connect the cable from the water delivery system to the cable from the Digital Mixer.
- For the DM Pumped model connect the cable from the pump in the Digital Mixer to the 3 amp fused spur.
- For the BSDM model connect the cables from the water delivery system and user interface to the cable from the digital mixer via the junction box.
- **Note!** For all models refer to the separate Installation and User Guides for the Mira Magna Water Delivery System and Spout Kits (where applicable).


Cable from Digital Mixer
Cable from Control Interface on Shower Control
BSDM Models Only
Junction Box
Cables from BSM Controllers
Cable from Junction Box to Digital Mixer

- ► **Caution! It is essential at this point that the supply pipework is thoroughly flushed through before connection to the Digital Mixer.** Failure to do so may result in product malfunction and will not be covered under the guarantee.
- ► Connect the hot and cold water supply pipes to the Digital Mixer.
- ► **Caution!** The hot and cold inlet connections on the Digital Mixer must be held securely when the supply pipes are being tightened.
- ► Connect the outlet pipe(s) to the Digital Mixer.
- ► **Caution!** The outlet connection(s) on the Digital Mixer must be held securely when the outlet pipe(s) are being tightened.





- ► Restore the hot and cold water supplies and make sure that there are no leaks.
- ► Restore the power supply.

Operation

Refer to the Installation and User Guide supplied with the Mira Magna Water Delivery System for instructions on how to operate the unit.

Commissioning

Refer to the Installation and User Guide supplied with the Mira Magna Water Delivery System for instructions on how to commission the installation.

Fault Diagnosis

Read the section **"Important Safety Information"** first.

The Digital Mixer is one part of an entire plumbing system. The fitting of a pump places additional requirements on the plumbing system. Some systems may require plumbing modifications to allow them to cope with higher flow rates.

Providing the Digital Mixer has been correctly installed and is operated in accordance with the instructions contained in this guide, difficulties should not arise.

If any maintenance is required then it must be carried out by a competent tradesperson. Before replacing any parts make sure that the underlying cause of the malfunction has been resolved.

► **Warning!** There are no user serviceable components beneath the cover of the appliance. Only a competent tradesperson should remove the cover.

► **Note!** This is not an extensive list of faults, if you find a fault that is not listed, please contact us for assistance.

Most faults can be rectified by checking the following:

► Make sure that the water supply has not been interrupted. The main stopcock and shower isolating valves should be fully open.

Symptoms	Probable Cause	Possible Remedy
User interface not illuminated	The power supply has been disabled. Electrical connections to/from the Digital Mixer have been disturbed.	Check and rectify. Check and make sure connections are secure.
No flow from the Digital Mixer.	The inlet/outlet fittings may be blocked. Hot or cold water supply failure.	Check and clean the inlet strainers. Reinstate the hot and cold water supplies.
Only cold water from the Digital Mixer.	The hot water inlet may be blocked. Hot water supply failure.	Check and clean the inlet strainers. Reinstate the hot water supply.

(continued)

Symptoms	Probable Cause	Possible Remedy
Fluctuating or reduced flow rate.	The inlet/outlet fittings may be blocked. Water pressure is low. Fluctuating flow. Fluctuating water temperature.	Check and clean the inlet strainers. Check that the flow rate is above the stated minimum (refer to Specifications). Make sure that the dynamic inlet pressures are within specifications. Make sure that the inlet temperatures differentials are sufficient.
Maximum blend temperature setting too hot or too cool.	Incorrect maximum temperature setting.	Refer to the Installation and User Guide supplied with the Water Delivery System.
Continuous flow.	System will not switch off.	Isolate power supply/water supply and contact Kohler Mira Limited.
Shower runs for a short time (30 - 60 seconds) then flow reduces, splutters or stops. Aggravated when other hot taps are in use. Less evident on full cold.	Air is being sucked down the vent pipe, as the hot take off to the shower is too high up the pipe.	Refer to the system diagrams in section: 'Installation' for correct connection method. Note the 100 mm take-off dimension. Consider increasing cold feed pipe to cylinder to Ø28 mm.
Shower runs cool for a short time (1 - 2 minutes) then flow splutters.	Air ingress into hot pipework.	Refer to the system diagrams in section: 'Installation'.
Flow of water virtually stops and surges on/off after a few minutes.	Incorrect storage of cold water in cistern (230 litres recommended).	Increase storage of cold water.
Shower runs cold after 5 - 10 minutes.	Incorrect storage of hot water in cistern.	Increase storage of hot water.
Shower temperature affected by the use of an adjacent hot/ cold tap.	Insufficiently sized pipework for both systems to be used together.	Increase pipe sizes or separately feed shower. Refer to the system diagrams in section: 'Installation'.
Pump does not operate.	Electrical supply failure. Pump PCB failure.	Check power supply. Renew the PCB.
Pump does not stop.	PCB failure.	Renew the PCB.
Low or no water flow.	Isolating valves closed. Inlet strainers blocked. Check valves fitted incorrectly. Appliance sited above cold water storage cistern. Plumbing system fault (airlock). Blocked sprayplate.	Open isolating valves. Clean strainers. Refer to section: 'Maintenance, Check Valve Cartridges'. The appliance is not suitable for negative head installations. Refer to the system diagrams in section: 'Installation'. Reroute pipework to avoid airlocks. Clean sprayplate.

Maintenance

General

Read the section **'Important Safety Information'** first.

If any maintenance is required then it must be carried out by a competent tradeperson for whom the maintenance instructions are provided. Before replacing any parts make sure that the underlying cause of the malfunction has been resolved.

► **Warning!** There are no user serviceable components beneath the cover of the appliance. Only a competent tradesperson should remove the cover.

Cleaning

Many household cleaners contain abrasives and chemical substances, and should not be used for cleaning plated or plastic fittings. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

Checkvalve Cartridges - Removal and Installation

Hot water entering the cold supply, or vice versa, indicates that immediate attention is necessary. This is carried out by removing and cleaning, or renewing as necessary, the checkvalve cartridges.

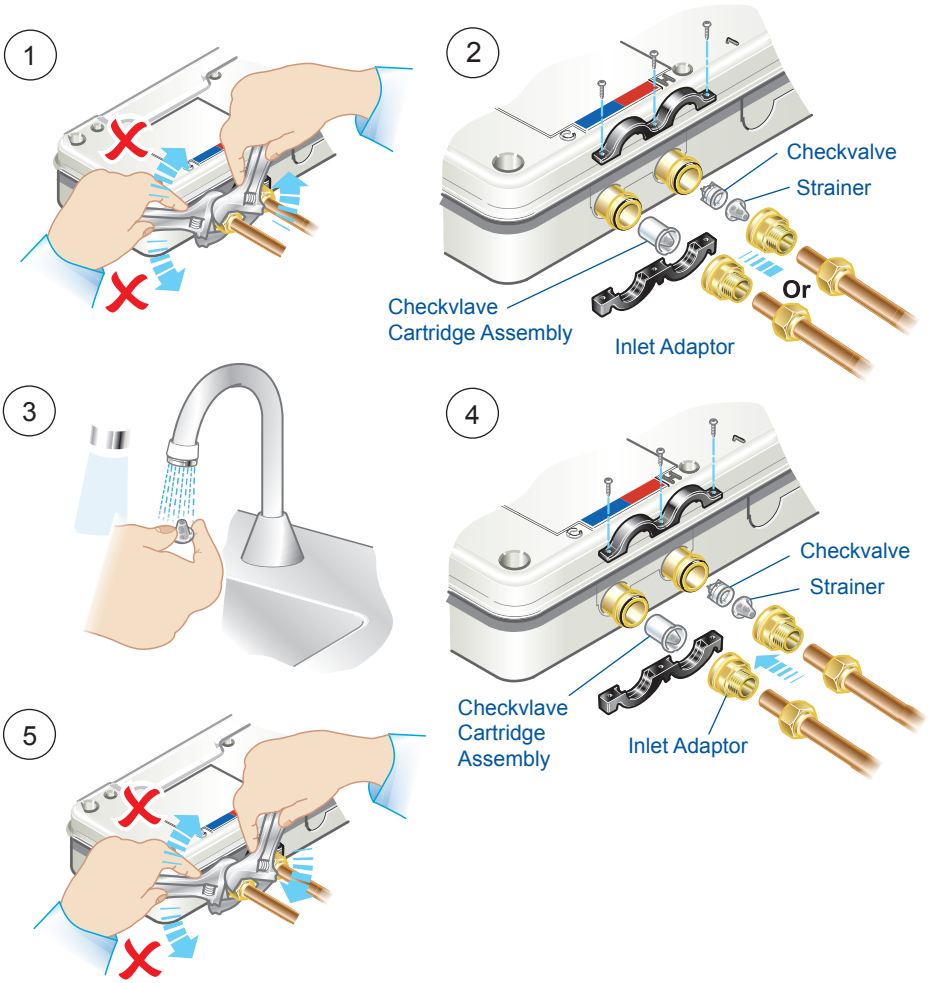
► Isolate the water supply to the Digital Mixer, and open an outlet fitting to release pressure and to assist the draining of residual water.

► Isolate the electrical supply.

► The checkvalve cartridge assembly may be removed for cleaning. Inlet strainers can be flushed through under a jet of water to remove any lodged particles.

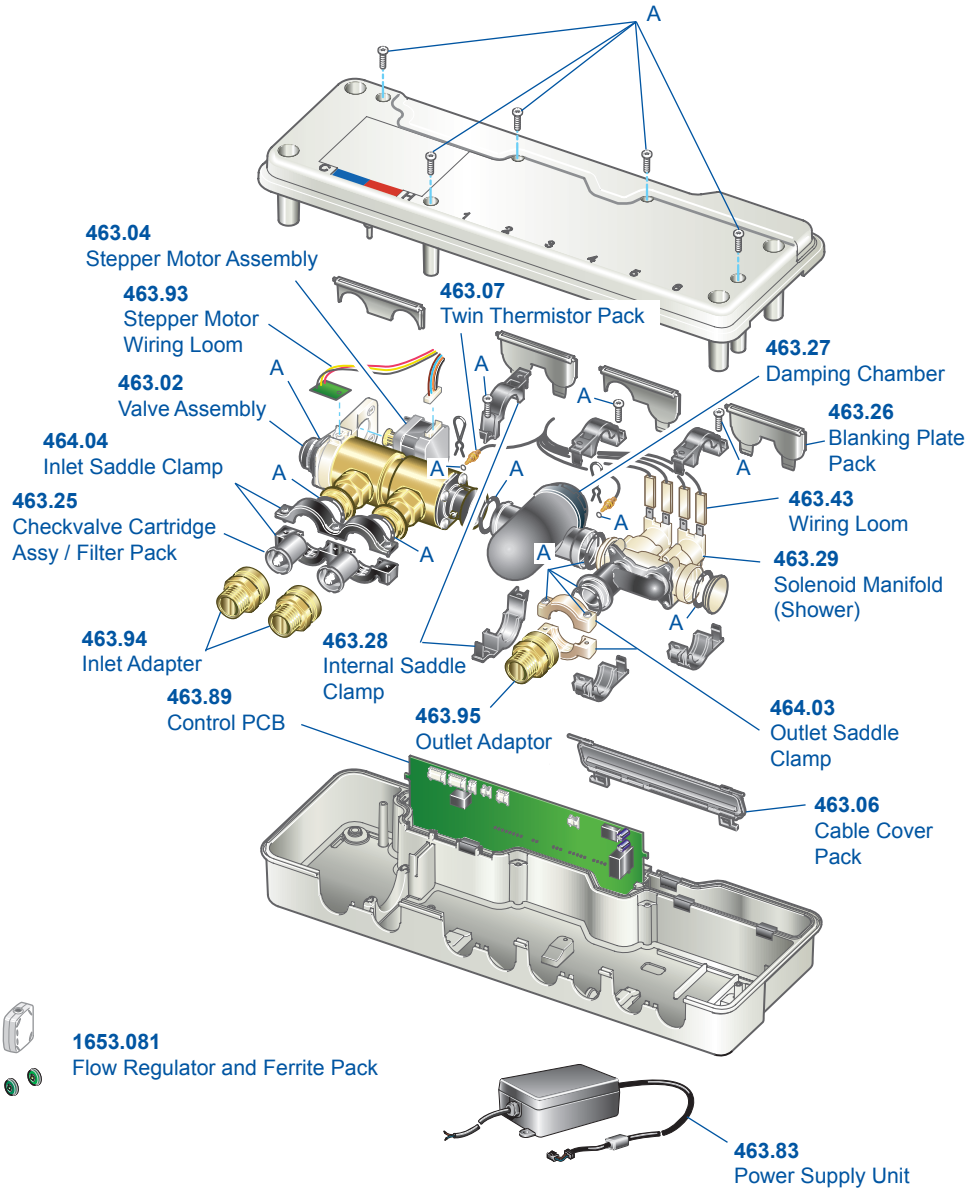
► **Note!** Some valves do not have checkvalve cartridge assemblies fitted, only checkvalve and strainers fitted.

- Lightly wipe external seals of the new checkvalve with a silicone-only based lubricant to assist in refitting.
- **Note!** The checkvalve cartridge is not a serviceable item, so any apparent wear or damage will require its renewal.
- Do not overtighten when re-fitting checkvalve cartridges. Restore the water and power supplies and check for leaks.



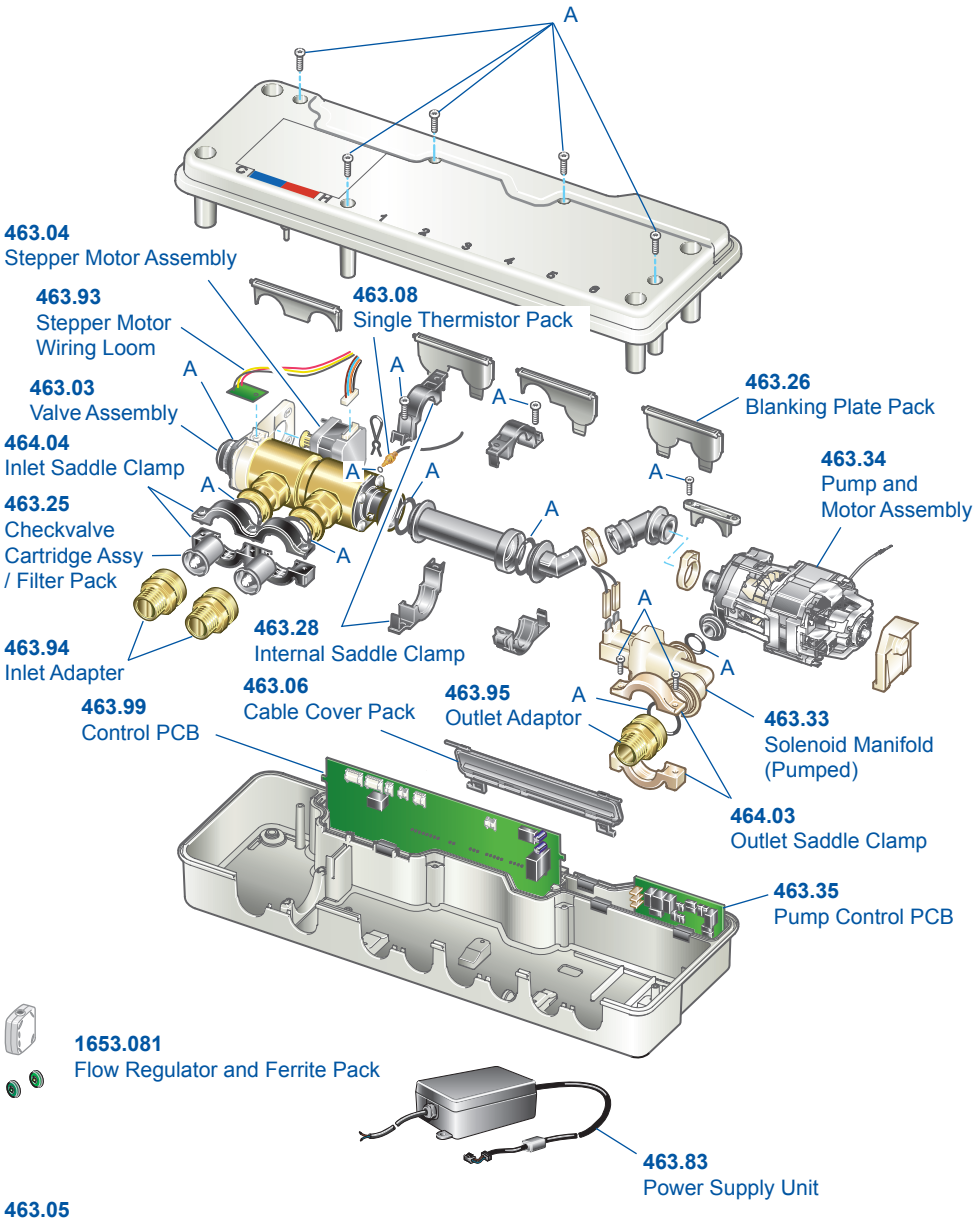
Spare Parts

Mira DM



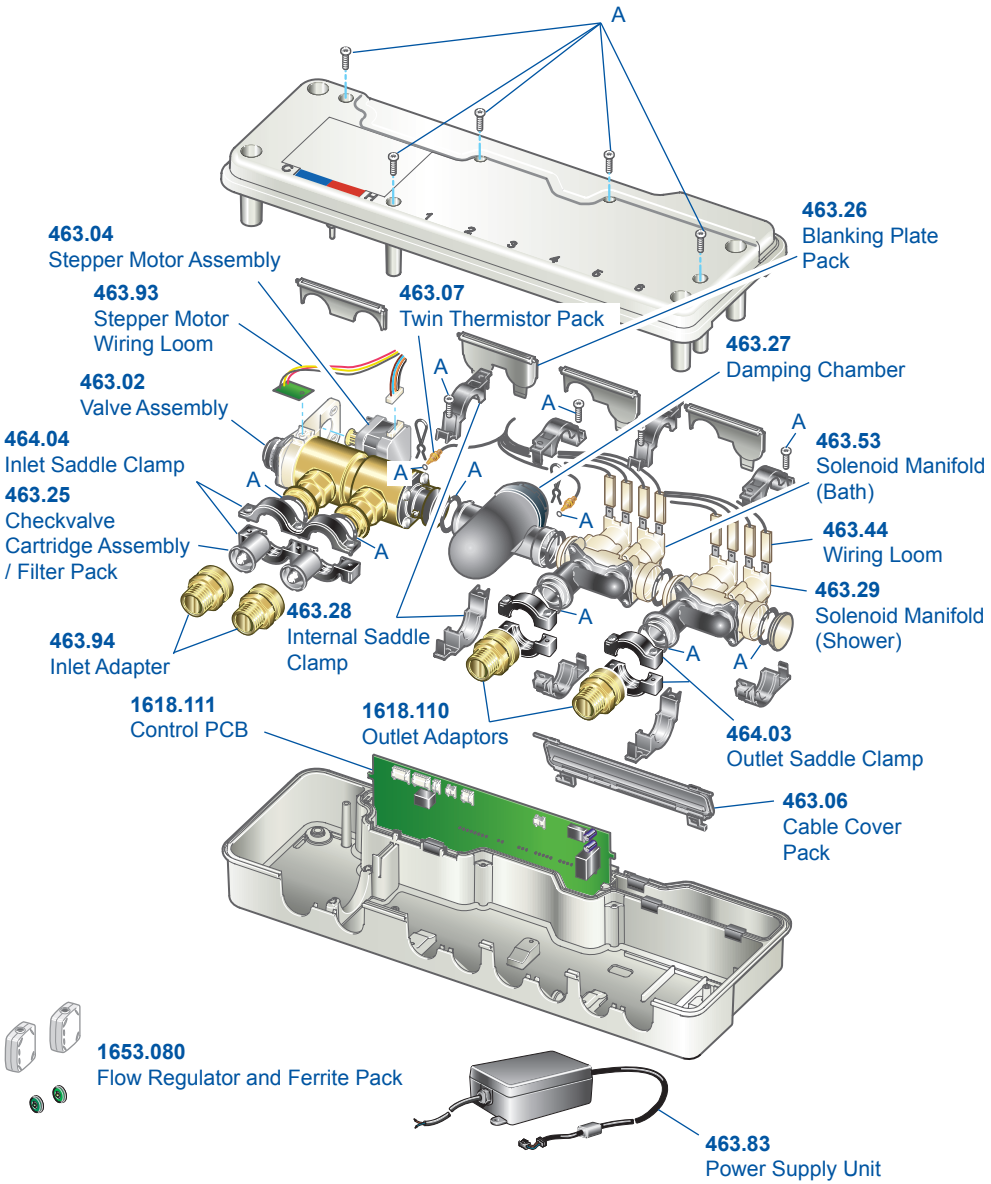
463.05
Seal and Screw Pack - Components Identified ‘A’

Mira DM, Pumped Version



463.05
Seal and Screw Pack - Components Identified ‘A’

Mira BSDM

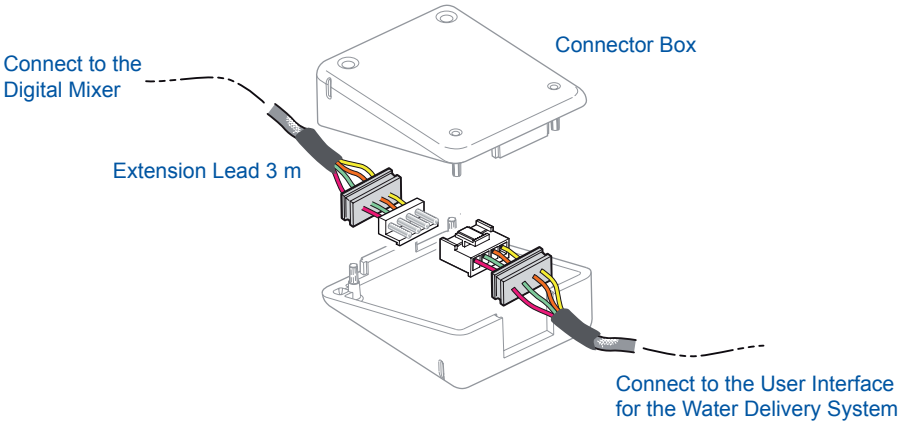


463.05
Seal and Screw Pack - Components Identified 'A'

Accessories

► **1618.106: Extension Lead and Connector Box:** Additional 3 metre extension lead to be connected to the Mira Magna DM.

► Connect the two cables, slide the grommets into the slots of the connector box and carefully push the top half of the connector box onto the bottom half. Make sure the two grommets are correctly positioned.



Notes

Customer Services

Guarantee of Quality

Mira Showers guarantee your product against any defect in materials or workmanship, provided that it is installed and maintained in accordance with the instructions given in this guide.

To validate the guarantee, please return your completed registration card within 30 days of product installation.

Within the guarantee period we will resolve defects, free of charge, by repairing or replacing parts or modules as we may choose.

To be free of charge, service work must only be undertaken by Mira Showers or our approved agents.

Service under this guarantee does not affect the expiry date of the guarantee.

The guarantee on any exchanged parts or product ends when the normal product guarantee period expires.

Not covered by this guarantee:

Planned maintenance, or replacement parts required to comply with the servicing requirements of the TMV 2 and TMV 3 healthcare schemes (where applicable).

Damage or defects arising from incorrect installation, improper use or lack of maintenance, including build-up of limescale.

Damage or defects if the product is taken apart, repaired or modified by any persons not authorised by Mira Showers or our approved agents.

This guarantee is in addition to your statutory and other legal rights.

What to do if something goes wrong

If when you first use your shower, it doesn't function correctly, first contact your installer to check that installation and commissioning are satisfactory and in accordance with the instructions in this manual. We are on hand to offer you or your installer any advice you may need.

Should this not resolve the difficulty, simply contact our Customer Services Team who will give every assistance and, if necessary, arrange for our service engineer to visit. If the performance of your shower declines, consult this manual to see whether simple home maintenance is required. Please call our Customer Services Team to talk the difficulty through, request a service under guarantee if applicable, or take advantage of our comprehensive After-Sales service.

As part of our quality and training programme calls may be recorded or monitored.

Our Customer Services Team is comprehensively trained to provide every assistance you may need: help and advice, spare parts or a service visit.

Spare Parts

We maintain an extensive stock of spares and aim to provide support throughout the product's expected life.

Genuine Mira spares can be purchased direct from Customer Services or from approved stockists or merchants (locations on request).

Spare parts will normally be despatched within two working days. Payment can be made using most major Credit or Debit cards at the time of ordering. Should payment by cheque be preferred, a pro-forma invoice will be sent.

All spares are guaranteed for 12 months from date of purchase. Spares that have been supplied directly from us can be returned within one month from date of purchase, providing that they are in good order and the packaging is unopened.

Note! Returned spares will be subject to a 15% restocking charge and authorisation must be obtained before return. Please contact our Customer Services Team.

Note! In the interests of safety, spares requiring exposure to mains voltages should only be fitted by competent persons.

Service / Repairs

Our Service Force is available to provide a quality service at a reasonable cost. You will have the assurance of a Mira trained engineer/agent, genuine Mira spare parts and a 12 month guarantee on the repair.

Payment should be made directly to the engineer/agent who will accept most major Credit or Debit cards or a cheque supported by a banker's card.

To Contact Us

England, Scotland, Wales and Northern Ireland
Mira Showers Customer Services

Telephone: 0870 241 0888, Mon to Fri 8:00 am - 5:30 pm
Sat 8:30 am - 3:30 pm
E-mail: technical@mirashowers.com
Fax: 01242 282595
By Post: Cromwell Road, Cheltenham,
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Modern Plant Ltd (Dublin)

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Clondalkin, Dublin 22

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